

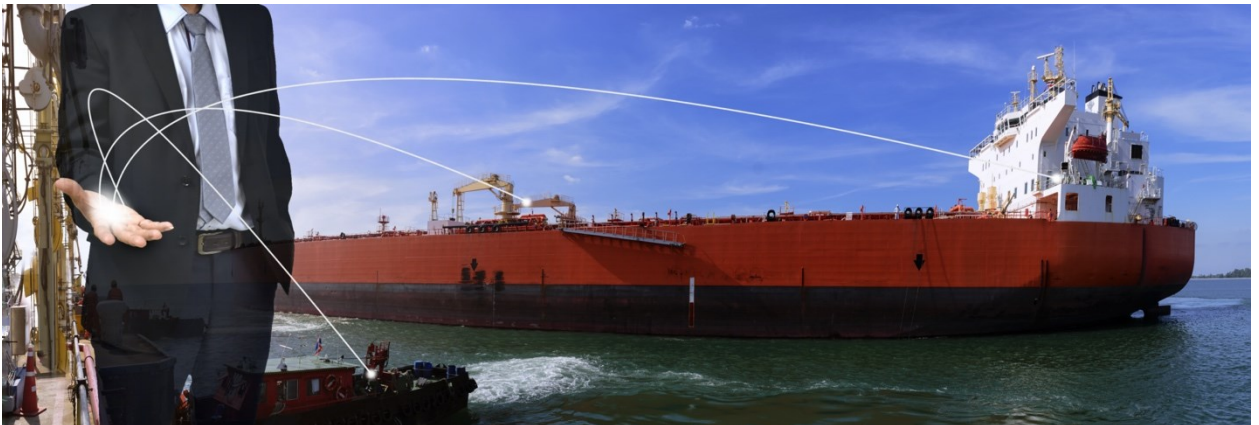


A Vessel's Social Media Performance

“We work for 12-14 hours, but they record 8-9 hours.”

Does this statement correlate to the operational safety rating?

**Employee review-based websites give not-so-hidden
clues to a vessel's safe operation!**



Disclaimer: The views, opinions and thoughts expressed in this document belong solely to the authors. They are not endorsed by the International Maritime Risk Rating Agency.

Introduction:

IMRRA's vessel risk rating reports include traditional NGO data metrics, and more modern data sets reflecting the changing world. USA sanctions vessel risk, terrorist threats, radioactive contamination, illegal immigration and drug trafficking all have an important place for a vessel's risk rating.

To complete the vessel risk rating picture one or two more 'qualitative' information sources are chosen from selected crew feedback forums.

The maritime sector is being transformed itself digitally. But, the digital world is also transforming how employees tell their audience on what is going on aboard vessels and working for companies.

The comments could be viewed as insignificant, but they are analyzed with healthy skepticism (unlike the Oil Terminals feedback), and they can be very informative in regards to questions regarding crew moral, and payments. Are there mixed nationalities? What's the vessel condition? Are the crew's working longer hours than is safe etc. Social media platforms can highlight issues between PSC inspections that other data sources are unable to.

The examples listed above in this document include some rather light-hearted and some rather more serious comments demonstrating crew feedback for particular vessels. The on-board experience of crew members should always be viewed in the light of potential future safety risk.

The importance of crew moral for vessel safety is fully recognized by all NGO's for safe ship management before the pre-global Covid-19 pandemic. In light of the global pandemic, and going forward, IMRRA's analysts will be closely monitoring crew comments to view how discussions are relating to crew leave and time spent at sea, and how these have altered since pre-Covid-19 times.

The tables below represent actual challenges encountered by individual merchant seaman undertaking their daily routines.

IMRRA disclaimer: The crewmembers' feedback (translated) are uncensored expressions listed on social media website, and are not the views of IMRRA, or any of its analysts.

Table 1. Crew member(s) feedback on the vessels and technical management

Date	Vessel	Crew member(s) Feedback
22.06.2020	BLUE TUNE IMO 9491927 General cargo	- Company is sh*t! No supplies, no spare parts, vessel is in a very bad condition! I work here my last contract and I will run away from them without looking back. Who wants to repair the ship the whole contract (90% of the ship is in a poor condition) - welcome!
26.06.2020	IRIS REEFER IMO 8513039 Refrigerated cargo ship	- Vessel is not in good condition. AE very old!!!

26.06.2020	HAFNIA vessels (Fleet)	- Basically, there are not enough crew on these types of vessels. I have already done 3 contracts; I do not want to work with this operator any more. Regarding salary - for the first time they gave less than the other nationals' same rank.
25.06.2020	KENAN METE IMO 8701935 Bulk carrier	- Gentlemen, who will read this, the ship is in terrible condition, there is no provision, the main engine is generally trash, there are no spare parts Salaries are not being pay ..., Poor management
17.08.2019 03.09.2019 08.11.2019 15.02.2020 15.06.2020	OPAL IMO 9037305 General cargo	1. The ship is just in terrible condition. Awful provisions. 2. Designated Person Ashore is very incompetent. 3. I completely agree, I ran away from there after 2 months, and strangely enough, a year later I got to the sister ship, the same sh*it. 4. That's not ship, that is "sh*t" 5. Full scrap
25.06.2020	EVOLUTION IMO 9122899 Bulk carrier	- The vessel needs to be repaired, Operator trying to avoid drydock repairs, hence they want to sell it, the crewing agency wants the bribery money from seamen in order to join the vessel

IMRRA's Analyst Feedback: Vessel safety Risk Rating is increased due to subjective information from crewmember(s). Comments to be evaluated with the Technical Manager. Physical verification inspections are recommended to be incorporated into the vessel's risk rating assessment

Reputation management is key for many successful businesses. Employer branding is also relevant. A respected company brand and therefore business reputation greatly helps with employee talent acquisition. A well trained and motivated workforce executes the technical management company's policies for vessel maintenance, operational safety and training.

Company culture and vessel feedback are important when researching, and comparing vessels. It is important for any potential employee when sizing up the opportunities for working for a particular company. More so, when the realities of merchant life for many is spending extended periods of time in a confined space with the same crew – with little opportunities of breaking out for shore- leave due to the new dynamics of vessel operation and reduced shore leave.

Employee feedback & satisfaction questionnaires: Is the data collated taken seriously?



Everything is great! Our employees think we're the greatest shipping manager in the world!

As a general rule, people never tell the truth when they are either working for, or leaving a ship, business, company, or whatever the profession they are employed in.




The fear of being classed as either as a disgruntled employee, or a 'whistle blower' deters many from giving accurate and honest feedback during their employment, however passionately they want to help the business.


When filling in leaving employee satisfaction or leaving questionnaires, employees are polite as not to harm future prospects with other companies as a trouble maker, or more importantly to be given a poor written reference by disgruntled HR departments to future employers. The reality regarding actual working conditions remains 'hidden'.

This is why IMRRA places value on social company review platforms, as they can represent a level of feedback authenticity that can be hidden from other safety criteria.

Table 2. How do IMRRA's analysts react to the crew comments?

What are the vessel safety clues?

Date	Vessel	Crew member(s) Feedback
23.06.2020	NESTOR IMO 9493913 Bulk carrier	- Poor management. There are much better companies to work with.
	Analyst Feedback	<i>Information is subjective. There are no details in the crewmember feedback. To be further evaluated with the technical manager. Verification inspection is required to prove the objective risk rating status.</i>
05.11.2019	AVRA IMO 9232187 Bulk carrier	- We work for 12-14 hours, but the company records only 8-9 h
	Analyst Feedback	<i>Ship manning practices poor. Unsafe working practices – creates issues for safety management – indicative of poorly run vessel. Risk Rating is degraded based on the subjective information from a crewmember. To be further evaluated with the technical manager. Verification inspection is required to prove the objective risk rating status.</i>
24.06.2020	PANAGIA KANALA IMO 9125152 General cargo	- Salaries are late, but paid. Do not try to go there. They do not pay.
	Analyst Feedback	<i>Late payers or not being paid – poor for crew morale and ship safety. Risk Rating is degraded based on the subjective information from a crewmember. To be further evaluated with the technical manager. Verification inspection is required to prove the objective risk rating status.</i>
17.01.2020	KEMA IMO 8943454 General cargo	1. Negative feedback. My friend worked here for a long time, the money that they promised has never been paid.

28.06.2020		2. It is an “ancient” vessel, and looks very bad.
	Analyst Feedback	<p><i>Technical operator of the vessel not paying crew.</i></p> <p><i>Possibility of cashflow issues for Operator.</i></p> <p><i>Risk Rating is degraded based on the subjective information from crewmembers. To be further evaluated with the technical manager. Verification inspection is required to prove the objective risk rating status.</i></p>

Social Media comments, crew welfare and vessel risk ratings:

When IMRRA’s analysts are researching a vessel’s risk rating, social media feedback is noted as an indicator of a crew’s happiness and welfare. Crew welfare is an important indicator of how the vessel is being operated at a human and therefore mechanical level, and where appropriate, the information will flag up issues IMRRA’s analyst will delve more closely in regards to the company’s technical performance and the managed fleet.

Table 3. Now for the positive crew feedback!

Vessels in the table below require no further analyst action!

For all the sample vessels listed below, IMRRA’s Risk Rating remains positive. Physical verification inspections are always recommended to be incorporated into the vessel's risk rating assessment

Date of the feedback	Vessel	Crew member(s) Feedback
30.08.2018	ATLANTIC MONACO IMO 9356658 Container ship	1. Still, a nice containership, despite the age. Built in China, but far from bad.
27.06.2020		2. A good ship, the engine room is very good) a contract is just a pleasure with a good crew in the engine room.
27.06.2020	CATHMA IMO 9357482 General cargo	- I worked on it 3 contracts in the engine room. The vessel is very good, supply too, salary is on time. Only positive impressions

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29.06.2020	SAUGER IMO 9273442 Oil tanker	- Worked on it my last contract. Nice ship. The supply is good. The crew was good (2019)
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It should be noted good feedback on company culture will help recruit higher quality employees, reducing the safety risk for vessels.

Table 4. Oil Terminals' feedback on the vessels and vessels technical management



Unlike the previous listed tables, the Oil Terminal's feedback listed below *is* objective information, and is uniquely collated by IMRRA. Objectively, IMRRA's analyst will reduce a vessel's safety risk rating established from terminal feedback.

Date	Vessel	Oil Terminal Feedback
04/06/2020	Maersk Erik IMO 9316608	- During the loading of the subject vessel on 04.06.2016 at 07:04 pressure in the terminal cargo line increased suddenly up to 4.8 kg/cm ² . The loading master immediately requested the vessel to open all cargo tanks valves and the pressure down to 1 kg/cm ² . Such vessel's unsafe act could lead to shore equipment failure.
20/05/2020	LIGOVSKY PROSPECT IMO 9256066	- There was a delay (more than 1 hour) with commencement of cargo operations. Although the vessel was informed in advance, appropriate reducers for berth#2 were not provided in time.
17/05/2020	KARAKUZ IMO 9621558	- There was a delay for two hours with commencement of loading. The vessel was not ready to commence loading at the specified time indicated in SSSCL.

11/05/2020	BW ORINOCO IMO 9324320	- The cargo operations were interrupted due to unsafe position of the vessel's gangway. Emergency stop procedures were used which could lead to pressure surge and shore equipment failure. HIGH RISK.
26/04/2020	SW CAP FERRAT I IMO 9231614	-The condition of the vessel's manifold reducers was unsatisfactory. The flanges were leaking in the beginning of loading. 1 hour was spent by crew for rectification that led to delay and changes of the initial cargo plan.

The table demonstrates the implications for Charters and Ship Managers alike.

During this stage of research, the Terminal comments are still to be verified. IMRRA's analysts now contact the vessel's technical manager for an opportunity to respond to serious Terminal feedback comments. In addition to contacting the technical manager, IMRRA recommends a physical verification to clients, to ensure an independently assessed vessel condition and safety risk rating.

Qualitative Vessel Feed Back Summary:

IMRRA's analysts are uniquely able to delve, or take a 'deep dive' into a vessel's past operating history and make an informed judgment that purely computer-based algorithms are unable to decipher.

The ability to interpret the hidden, and not so hidden nuances from crew and Terminals feedback is a uniquely human skill. The relative importance of the Terminals (vis-à-vis) compared the social feedback, demonstrates the additional value of qualitative information compared to statistical, or PSC observational data alone, where applicable, if the vessel's structural integrity is being questioned, IMRRA always recommends further research.

With PSC inspections on average over five-months apart (pre-Covid19), the importance and value of the qualitative social media platform and Terminal feedback is significant.

Are the crew comments impacting on Chartering activities? The crew's social media information should also be monitored up by Technical Managers/Owners to protect their brand and reputation. Specifically, in the case of the Terminal's feedback comments the deficiencies could have an impact on future charters. Social media platforms could give clues leading to the termination of a charter agreement before at a very late stage of negotiations, due to the vessel's risk rating increasing.

For more information on how IMRRA compiles its vessel risk ratings, visit www.marinerating.com, and apply for your free 12-months trial.

Any questions? You are welcome to contact IMRRA with your feedback and questions.

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Getting in to the detail

IMRRA has a dedicated professional risk assessment team using open sourced data and research expertise, which can inspect, analyze and supply a risk rating for all Dry & Wet cargo vessels.

As part of the vessel rating risk assessments it undertakes, IMRRA homes in on these apparently trivial yet hugely consequential details. Plus, IMRRA was the first company to openly publish operator risk ratings, which are based on the fleet average risk rating.

There is a risk rating for the operator and a fleet listing for individual ships. Vessels in a fleet can vary markedly and this information helps build the operator's risk rating profile. Is an operator cutting corners? Will a company only invest in certain vessels, on certain routes for certain charterers?

IMRRA supplements its data analytics with targeted vessel inspections (as required) and use of an extensive vessel intelligence network. This is an excellent way of both corroborating data and also challenging any inconsistencies or grey areas in the vessel's safety risk rating.

In short, IMRRA's vessel and operator risk assessments are an independent and authoritative business information tool that support rapid business decisions, operational efficiency and mitigate risks for vessels globally.

About IMRRA

IMRRA is an independent not-for-profit business that was founded in July 2013 in response to oil major and wider industry request for an independent impartial risk rating for the hydrocarbon shipping industry.

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